34.1.5 Metrics Based Service Targets

Contents:

1. Purpose

The purpose of this document is to establish the initial targets for the services being provided under Task Order 34 to SFA by the Applications Management group. These targets will be referred to as Service Targets and will be baselined after the first six months of operations, beginning 11/01/00.   At that time the Service Targets will be reviewed and adjusted based on the trends identified in the previous six months of measurements.

Note: Service request over eighty hours of effort are out of the scope of the Applications Management group and therefore not included in the Service Target metrics.

2. Definitions

The following priorities are outlined in 34.1.3 Intranet Applications Operations Processes and the Priority Definitions Job Aid, but are briefly described below to help the reader understand the Service Targets that are outlined in section 3.0 Service Targets.

Priority Levels:

High	Requests or issues deemed to be business-critical to one or more of the channels. The application or a portion of the application relating to the request or issue is not able to be accessed or used until this particular request or issue is resolved.
Medium	Requests or issues that are essential but not business-critical. The application or portion of the application relating to the request or issue can be accessed and used, but the functionality is somehow impaired.
Low	All other requests or issues.

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Status Codes:
The following status codes will be associated with each request.

Open:	Request has been received and opened by the Tier I Help Desk
Assigned:	Tier I Help Desk has assigned the request to the Tier II Application Management group
Acknowledged:	Tier II Application Management group has acknowledged receipt of request
Resolved:	Request is resolved in the eyes of the Tier II Application Management group
Closed:	Tier I Help Desk informed user of resolution and closed the request after receiving user approval

3. Service Targets

The SFANet Applications Management group will measure and report performance based on the following Service Targets.

Customer Satisfaction			
Service Item	**How Measured?**	**Service Target**	
Response Time	Elapsed time from the initial notification of the request from Tier 1 Help Desk to acknowledgement of request by the Applications Management group	High Priority	90% responded to within 4 business hours or less.
		Medium Priority	90% responded to within 6 business hours or less.
		Low Priority	90% responded to within 8 business hours or less.
Resolution Time of requests requiring changes to source code	Elapsed time from acknowledgement of request by the Applications Management group to notification of Tier 1 Help Desk that the request has been resolved	High Priority	90% resolved within the time agreed between SFA and the Application Management group. This time will be decided following the six month baselining period.
		Medium Priority	90% resolved within the time agreed between SFA and the Application Management group. This time will be decided following the six month baselining period.
		Low Priority	As time permits

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Customer Satisfaction			
Service Item	**How Measured?**	**Service Target**	
Resolution Time of requests requiring changes to content	Elapsed time from acknowledgement of request by the Applications Management group to notification of Tier 1 Help Desk that the request has been resolved	High Priority	90% resolved within the time agreed between SFA and the Application Management group. This time will be decided following the six month baselining period.
		Medium Priority	90% resolved within the time agreed between SFA and the Application Management group. This time will be decided following the six month baselining period.
		Low Priority	As time permits
Resolution Time of requests not requiring changes to source code or content	Elapsed time from acknowledgement of request by the Applications Management group to notification of Tier 1 Help Desk that the request has been resolved	High Priority	90% resolved within 3 business hours or less
		Medium Priority	90% resolved within 6 business hours or less
		Low Priority	90% resolved within 8 business days or less
Service Reporting	Timely delivery of monthly service reports	Service Report delivered by the 7th calendar day of the following month	

Quality		
Service Item	**How Measured?**	**Service Target**
Quality of resolutions requiring changes to source codes or content	Number of requests (under 80 hours) implemented correctly the first time	90% require no rework
Quality of resolutions.	• Instructions provided to users are correct • Actions taken by help desk are correct	• 90% of all instruction on application usage solves users problem the first time • 90% of all actions taken by help desk solve the problem first time

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Throughput		
Help Desk Metrics	**What Measured?**	**Estimated Volume**
Request Volumes	Number of Requests Received/ Resolved per Month, sorted by: • Priority • Request Type • Requester	100 Requests/Month Note: demand for service in a particular month may vary substantially.

4. Optional Future Metrics

The following metrics might be considered by SFA to drive future performance of the Application Management group. These metrics will not be measured by the Application Management group under the current contract.
• Client Satisfaction
• End-User Satisfaction
• Application Availability
• Help Desk Performance (Call Duration, Calls Per User, etc.)
• Timely Broadcast Communication
• Root Cause Analysis of Key Problems
• Productivity
• Request Backlog
• Process Compliance
• Schedule